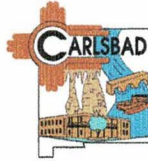


MINUTES OF THE REGULAR MEETING OF THE

**City of Carlsbad
Disabilities Advisory Board
Janell Whitlock Municipal Complex**

Friday, April 14, 2023 at 10:30 a.m.

**Meeting Held in the Janell Whitlock Municipal Complex
Council Chambers
114 S. Halagueno St.**



CITY OF CARLSBAD
CARLSBAD, NEW MEXICO

DISABILITIES ADVISORY BOARD

Friday, April 14, 2023 at 10:30 AM
Janell Whitlock Municipal Annex
114 S. Halagueno St.

GoToMeeting ID: 751-348-645

US Phone: +1 (312) 757-3121 Access Code: 751-348-645

<https://meet.goto.com/751348645>

1. Roll call of voting members and determination of quorum
2. Approval of Agenda
3. Approval of Minutes from the Meeting held February 10, 2023
4. Presentation by Emergency Management Representatives
 - i. Comments & Questions from the board
 - ii. Comments & Questions from citizens
5. Discussion of sidewalk repairs
 - a. W. Fox St. & W. Greene St. – East side of S. Halagueno St.
 - b. W. Greene & Tansill – East side parking
 - c. Public comments regarding sidewalk repairs
6. Discussion regarding the next presentation or facility tour
7. Comments or questions from citizens to be addressed at the regularly scheduled April meeting
8. Adjourn

FOR INFORMATION ONLY

Disability Advisory Board agendas and meeting minutes are available on the City web site:

cityofcarlsbadnm.com

or may be viewed in the Office of the City Clerk or at the Carlsbad Public Library during normal and regular business hours

DISABILITY ADVISORY BOARD MEETING SCHEDULE

- Regular meeting – Friday, May 12, 2023 at 10:30 a.m.

If you require hearing interpreter, language interpreters or auxiliary aids in order to attend and participate in the above meeting, please contact the City Administrator's office at (575) 887-1191 at least 48 hours prior to the scheduled meeting time.

**MINUTES OF A REGULAR MEETING OF THE CITY OF CARLSBAD DISABILITY
ADVISORY BOARD
HELD IN THE JANELL WHITLOCK MUNICIPAL ANNEX
114 S. HALAGUENO ST., APRIL 14, 2023 AT 10:30 A.M.**

VOTING MEMBERS PRESENT:

Teresa Allery	Board Chairperson
Carrie Boatwright	Board Member
Tom Kirby	Board Member
Deborah Pinching	Board Member
Elizabeth Simonton	Board Member (<i>via go-to meeting</i>)
Jerry Remler	Board Member (<i>via phone</i>)

VOTING MEMBERS ABSENT:

Ysidro Molinar

EX-OFFICIO MEMBERS PRESENT:

Jeff Patterson	Planning Director
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OTHERS PRESENT:

Jennifer Campos	Planning & Zoning Executive Secretary
Katey Prell	Commander over Dispatch
Tarrant Blake	Citizen
Machell Tackett	Citizen

Time Stamps and headings below correspond to recording of meeting and the recording is hereby made a part of the official record.

0:00:02 Start Recording [10:30:05 AM]

0:00:03 **1. Roll call of voting members and determination of quorum**

Roll was called, confirming the presence of quorum of board members. The following members were present—**Ms. Allery, Ms. Remler, Ms. Boatwright, Ms. Pinching, Mr. Kirby, Ms. Simonton.** Absent—**Mr. Molinar.**

0:00:57 **2. Approval of Agenda**

Ms. Pinching made a motion to approve the Agenda, **Mr. Kirby** seconded the motion. The vote was as follows: **Yes-- Ms. Allery, Ms. Remler, Ms. Boatwright, Ms. Pinching, Mr. Kirby, Ms. Simonton.** No—None. Absent—**Mr. Molinar.** Abstained—None. The motion carried.

0:01:34 **3. Approval of Minutes from the Meeting held February 10, 2023**

Ms. Allery has a question from the minutes on item #7 about 2/3 of way down it says MDOT should that be New Mexico Department of Transportation (NMDOT). **Mr. Patterson** said yes.

Ms. Pinching made a motion to approve the minutes with the correction, **Mr. Kirby** seconded the motion. The vote was as follows: **Yes-- Ms. Allery, Ms. Remler, Ms. Boatwright, Ms. Pinching, Mr. Kirby, Ms. Simonton.** No—None. Absent—**Mr. Molinar.** Abstained—None. The motion carried.

0:03:13 **4. Presentation by Emergency Management Representatives a. Comments & Questions from the board b. Comments & Questions from citizens**

Mr. Patterson introduced **Commander Prell** to the Board. **Commander Prell** is the Commander over Dispatch for the Carlsbad Police Department. **Commander Prell** was asked about dispatch calls outside the city limits. **Commander Prell** said there's another dispatch center for Eddy County. **Ms. Allery** asked if there was a reason why there's a separate call center. **Commander Prell** said it's always been this way. **Commander Prell** said that due to the separation of local and county government, they historically set up two separate call centers. **Ms. Allery** said it's not the most efficient system. **Ms. Blake** said at the time it made more sense to do it this way. **Commander Prell** said it's been this way since it was set up, but the State is moving toward regionalized dispatch centers. Right now it works on our side and they're trying to make it more efficient for the communities. **Mr. Patterson** mentions that the Board had asks some questions in previous meetings about how dispatch knows to tell emergency responders about residents with disabilities in the case of an evacuation or if there is someone in the neighborhood that has a certain disability. Also, if they're responding to a particular address will the responders know if that person has a certain disability. **Commander Prell** states that the Police Department has programs that will allow citizens to upload their medical needs into the dispatch system. If that person that has uploaded medical information, then when that person calls into 911, it will upload their information automatically for dispatch, which forwards it to the responders. Also, **Commander Prell** talked about how in an evacuation event, she can go into the system and draw up a GEOfence around certain area and the information that has been uploaded will populate the dispatch system. **Commander Prell** said when you call 911, the uploaded information pops up in the system. The information cannot be accessed otherwise. **Mr. Kirby** asked if it was a volunteered information. **Commander Prell** said yes, the citizen must register and upload their information. It's all protected. When you register, you set the parameters for the information you want to disclose, and you may subscribe for different community alerts. Recently, dispatch has made an effort to enhance all of their technology at the Police Department. She does have to comply with all ADA standards regarding any services that come through dispatch. All dispatch calls and emergency responses must be able to accommodate any disability they encounter. Dispatch utilizes two different information services currently. One example is a location based service originating from each person's phone. If you have an Android or apple iPhone, you can enter all of your medical ID information such as allergies, next of kin, emergency contacts, etc. This information will populate in the 911 system if you call from that cell phone. This information will then be shared and sent out to the emergency responders. This information is not stored in the dispatch system, so it cannot be accessed after the 911 call is closed. Additionally the dispatch center functions off of a CAD system and that is the HUB of public safety. Whenever they receive a call for service, the officers can see in real time on their computers in their units any information that they have gathered from previous 911 calls. Dispatch can use this call history to create alerts for certain addresses. That's only when dispatch has that information that has come from the citizen. Dispatch uses this information for officer's safety regarding certain medical situations, an alert is created to inform the responders of the situation.

The first system **Commander Prell** discussed is Smart911, which is free to everyone. This program is not completed yet but hopefully by the summer of 2023, it will be ready and the Police Department will issue press releases encouraging the community to sign up for it. This service may be accessed through a website or there's an app can be downloaded for free. The information is secured, and dispatch cannot access this information outside of a 911 call. What you do is build your own profile. For example, **Commander Prell** is a single mom with one son. She can put in all his information into her profile so if he goes missing, she can send this information to the Police Department, including his picture, or any details or medical information that is helpful. **Mr. Kirby** asked if they have to input the medical information or can they just link to their doctor. **Commander Prell** said she doesn't have an answer to the question. She thinks that each user will probably be responsible for the information that is to be entered. **Ms. Pinching** asked if she had the website or if it was something that is going to come out later. **Commander Prell** said it's Smart911.com and you create a profile. It's not just a local system it's also nationwide. This is not just for medical information, you can subscribe for different community notifications. Different notifications you could subscribe to are weather alerts, traffic alerts, etc. You may get alerts for the different cities you visit. **Mr. Patterson** asked for example if you were to sign up for this and you were going to stay in Lubbock for a couple of days and then you would go into your profile

about you then you don't put it in your phone. **Mr. Kirby** asked if you subscribe to ADT medical alert emergency system, does it work with this. **Commander Prell** said yes the company rapid SOS is working with alarm companies so if a medical alarm gets triggered, the alarm company calls them directly and gives them the information and they dispatch based on that. **Ms. Blake** asked if this is IHealth that you're talking about, or is this rapid SOS an app. **Commander Prell** said no, the rapid SOS is the information that you put into your phone. (Commander Prell is explaining how to go into rapid SOS on Iphone.) **Ms. Allery** asked if she witnesses an accident and calls 911, and she uses her cell phone, are they going to confuse dispatch because it populates her information when she wasn't involved in the accident. **Commander Prell** said no, **Ms. Allery** just needs to let them know that she's not involved and they'll change her to the role of the caller. **Ms. Pinching** asked when she calls for her husband does she give them his name and they can pull up his information. **Commander Prell** said you can tie as many people to your phone number as you need and build him a profile, or have separate profiles. **Ms. Allery** asked if Ms. Simonton was still on the GoToMeeting and asked if she had any concerns. **Ms. Simonton** responded she's still there and it all looks great. **Ms. Boatwright** asked if you're a parent and you signed your child up under your profile and you put in the child's information, if they happened to be a student and non-verbal, and they escape the campus, would they have to make the 911 call for the officer to retrieve that information, or does the parent have to call the Police Department. **Commander Prell** said that the parent needs to call the Police Department and put in the Child's name so that dispatch could begin building an incident history.

1:02:04 **5. Discussion of sidewalk repairs a. W. Fox St. & W. Greene St. - East side of S. Halagueno St. b. W. Greene & Tansill - East side parking c. Public comments regarding sidewalk repairs**

Ms. Allery mentions that **Ms. Blake** has not been back in the area of the two sidewalk issues she had reported back in February. **Ms. Blake** did have a conversation with **Mr. Patterson** this week and he said he was going to check into it as well as the sidewalk that messed up her tire. Also, **Ms. Blake** would like to add that the front door to this building is not opening all the way. **Ms. Blake** wouldn't have been able to come in, she had to have help with the door. **Ms. Tackett** said she pushed it to open all the way and it was pretty easy, it did have a little resistance but she didn't have a problem with it. **Ms. Allery** said that **Ms. Blake** also had problems with the front door at the library today.

Ms. Boatwright mentions that at Eddy School on the 700 block of West Stevens St., there are sidewalks that have come up and two people have tripped. **Ms. Boatwright** thinks it's because of the tree roots that have pushed up the sidewalks.

Ms. Allery asked if **Ms. Remler** was still on the phone, and **Ms. Remler** replied yes. **Ms. Allery** said that this was not part of the agenda, but she asked **Ms. Remler** if she wanted to share with the board what they had talked about. **Ms. Remler** asked if **Ms. Allery** was referencing the fact that **Ms. Remler** has chosen to step down from the board. **Ms. Allery** said yes. **Ms. Remler** said she's ready to step away from that position and she believes that **Ann Halford** would like to be a part of the board. **Ms. Remler** said that she would give **Anne Halford's** number to **Ms. Allery** later. **Ms. Pinching** suggested she could give it to them after the meeting. **Ms. Allery** asked **Ms. Remler** if she would be willing to stay on the board until June so they can prepare the Mayor's Office. **Ms. Remler** said yes. **Ms. Allery** said the Board needs to confirm with **Ms. Halford** and speak with the Mayor's office. The Board also should give the Mayor other names that would like to serve. **Ms. Tackett** asked if she would be eligible in June to serve. **Ms. Allery** said she could be eligible in July. If anyone knows someone who is interested in serving on the Board, email her and she could get the list to the Mayor's office.

1:08:34 **6. Discussion regarding the next presentation or facility tour**

Ms. Allery asked the Board if they would like to go back and do tours of facilities, or would they like to hear from the other piece of the Emergency Medical Services about evacuations next month. **Ms. Pinching** said she would like to hear about the evacuations.

and ask to receive Lubbock notifications. **Commander Prell** said no it would be location based alerts and subscription based alerts, so if you're traveling, the app will change to your location. Smart911 allows dispatch to have your information readily available so that they don't have to look up previous calls and records. **Ms. Boatwright** asked if you have to call 911 for this to work. **Commander Prell** said yes. **Mr. Kirby** asked if subscribing to this costs a fee. **Commander Prell** said no, it's all free. **Mr. Kirby** said he understands what she was saying. **Commander Prell** said you can subscribe for the City of Carlsbad, City of Artesia, and Eddy County. **Mr. Kirby** asked if you could do it State wide. **Commander Prell** said you could if we could get every jurisdiction to agree on one system.

Mr. Patterson asked **Commander Prell** as an example that if **Ms. Tackett** got pulled over, and the police ran her license plates, will it populate information to the officers that she maybe can't comply with certain commands, such as getting out of the vehicle. She's not going to be able to do that very easily. **Commander Prell** said that's a good question. **Mr. Patterson** also asked about an instance where you have a hearing impaired person that is pulled over, if the officers run the plates on that vehicle that is registered to that person, will that notify the officer on scene this person is hearing impaired so they may not be able to hear the commands that you're giving them. **Commander Prell** said that was a really good question and that is where they can build in those local alerts. She can put an alert on a location, person, or a vehicle. They just need that knowledge. **Mr. Kirby** asked if they had an electrical outage and you can't use their phones or towers go down, is there any other way to communicate. **Commander Prell** said they have the ability to go back to older ways of communication. **Ms. Blake** said the towers are on generators and the Police Department are on generators. **Commander Prell** said that they have multiple backup generators, and she knows that dispatch itself has its own generators. They have to comply with Federal regulations. **Ms. Allery** asked about security of the information on this website. **Commander Prell** said she has to answer to the FBI for regarding the databases used by dispatch, so anything coming into her systems have to be fully vetted and fully encrypted. **Ms. Allery** asked if someone could go in and build a profile using her personal information. **Commander Prell** said that they would have to have a lot of your personal data. **Ms. Allery** said apparently someone already had most of her personal information and stole her identity. **Ms. Blake** asked if they do a profile, when the system is up and running, will it automatically notify you that she has put in this information. **Commander Prell** said she doesn't have the answer to that question. **Ms. Blake** said they want to make sure when something is attached to their information. She just wants to make sure it works and also make sure that this is registered appropriately. **Commander Prell** said that the Police Department will be sending out group codes that are specific to their systems so it will go to their database. You can opt in for the whole City, County, and also City of Artesia when they go public with this information. **Ms. Blake** said she understood that it's tied to the database, but you don't know how you're going to see it. **Commander Prell** said when you call 911 anywhere they will see your entire profile. **Ms. Blake** said she understood, but in order to do a specific GEO fence, you would have to be able see that information prior to that fence. **Commander Prell** said no, it will be whoever registers will have that information populated. She said she doesn't necessarily know that you've registered for this but if your address is in this system correctly, when she draws a GEO fence, then it will notify you. **Ms. Pinching** asked if you could go back into your profile and edit it. **Commander Prell** said yes, you will maintain all of your details of your profile as needed. She said the Smart911 is where you have to register, but the other option that they currently use is putting your information into your phone. **Mr. Patterson** said that if you have an Android, you would go into your Settings, to Safety and Emergency, and that is where you put in all your medical information. What he understands is that when you use your phone to dial 911, that information will populate to dispatch so they will see it and any emergency responders will know your medical history. **Commander Prell** said it will give them the address the closest fiscal address it gives them the latitude and longitude all the GPS coordinates and the subscribers information, so the responders will know what they need before they go out into the field. After the call ends it will only be available to dispatch for ten minutes. This automatically populates into their call in for service and they can send all this information to responders. **Mr. Patterson** said all the emergency profile that you put into your own phone. **Commander Prell** said yes that's not the Smart911 they are two different systems, so recommend you to set it into your phone. **Ms. Allery** said this is strictly from your phone. **Mr. Patterson** said the location is coming from your phone so if you don't want them to see certain thing


1:09:21 7. **Comments or questions from citizens to be addressed at the regularly scheduled April meeting**

Ms. Allery asked if any of our citizens have something they would like to add or questions they would like us to bring up for next month's meeting.

Ms. Pinching said she would like to make a statement on behalf of the ambulance system that they are super great.

1:10:31 8. **Adjourn**

Mr. Kirby motioned to adjourn, **Ms. Boatwright** seconded the motion. The vote was as follows: **Yes—Ms. Allery, Ms. Remler, Ms. Boatwright, Ms. Pinching, Mr. Kirby.** No—None. Absent—**Ms. Simonton, Mr. Molinar.** Abstained—None. The motion carried.


Chairman

5-12-2023
Date